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| Experience |
| Dec2019- CurrentIBM | **Facilities Manager,** * Managing building and system start-up to ensure accomplishment of project goals, specifications and contract requirements.
* overseeing and agreeing contracts and providers for services including security, parking, cleaning, catering, technology and so on
* supervising multi-disciplinary teams of staff including cleaning, maintenance, grounds and security
* ensuring that basic facilities, such as water and heating, are well-maintained
* managing budgets and ensuring cost-effectiveness
* ensuring that facilities meet government regulations and environmental, health and security standards
* advising businesses on increasing energy efficiency and cost-effectiveness
* overseeing building projects, renovations or refurbishments
* helping businesses to relocate to new offices and to make decisions about leasing
* drafting reports and making written recommendations.
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| Dec2015- Dec2019IBM | **Facilities supervisor,** * Recruited and mentored new maintenance staff.
* Answered all building emergencies and directed an efficient response.
* Managing building and system start-up to ensure accomplishment of project goals, specifications and contract requirements.
* Participate in prepared monthly and yearly reports to present key facility statistics
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| January,2012- Dec2015IBM | **Help Desk Operator,** * Acted as the direct point of contact for any escalations or inquires from employees
* Responded to customer email, calls and live chat regarding any issue to fix.
* Managed the tooling processes for our services.
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| Languages |
|  | * Arabic Fluent
* English Good
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| Courses and Training |
|  | * Planning for Results;
* Time Management;
* Customer Care Interface;
* Communication Skills;
* Problem Solving;
* Facilitation Skills
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| Academic Background |
|  | * Information System – Pharaohs institutes
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